

# Department of Corrections (DOC)



Agency Dashboard Performance

Q1 FY18

## Reform and Innovation

### Early discharges from supervision



**Metric Definition** Increase by 4 percent the number of early discharges from probation supervision.

Goal Met	Current	Previous	Target	Trend
	638	560	550	

**Reporting Cycle** Annual (January 1, 2016 - December 31, 2016)

**Additional Details** Increase by 4 percent quarterly, early discharges for offenders who have paid all court ordered fees and have been compliant while on supervision, allows for resources to be focused on higher risk and less compliant offenders. This allows the department to use resources to better protect the public.

**Metric Definition** Increase the amount of restitution obligations paid compared to the same time period in the previous fiscal year.

Goal Met	Current	Previous	Target	Trend
	\$1,442,835.00	\$1,963,691.00	Increase from previous FY quarter	



**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)

**Additional Details** The amount of restitution collected in a year is impacted by many factors. Examples include the number of offenders ordered to pay restitution, the amount of restitution ordered and the number of years those offenders will be on DCC supervision. The Division works to increase the amount collected and sent to victims with those factors in mind.

## Efficient and Effective Services

### Cognitive behavioral programming



**Metric Definition** Increase the number of inmates who complete cognitive behavioral programming in the Division of Adult Institutions.

Goal Met	Current	Previous	Target	Trend
	911	834	700	



**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)

**Additional Details** Increase the number of inmates completing cognitive behavioral programming. Cognitive behavioral programs are designed to assist offenders with identifying and restructuring thought processes that tend to lead to poor outcomes for themselves or others. The programs teach offenders specific skills that assist them in identifying, controlling and changing the personal thinking patterns and underlying beliefs that support their criminal behaviors. In addition to cognitive restructuring, offenders are taught a number of social skills and problem solving.



**High School Equivalency Diploma (HSED) and General Education Diploma (GED) issued to inmates****Metric Definition** Increase the number of HSED or GED issued to inmates while incarcerated.

Goal Met	Current	Previous	Target	Trend
	121	125	100	



**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)**Additional Details** In 2014, the GED test changed nationally. It is now computerized and more challenging. Inmates who are released from prison with a HSED or GED are more likely to find employment. Employed ex-offenders are less likely to engage in criminal behavior and have the financial ability to pay outstanding court debts and other obligations.**HSED tests passed- LHS/CLS****Metric Definition** Quarterly pass rate for GED tests taken by students enrolled in the HSED program shall meet or exceed 75%.

Goal Met	Current	Previous	Target	Trend
	75%	86%	75%	

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)**Additional Details** Students enrolled in the High School Equivalency Diploma (HSED) program must pass a series of four General Education Development (GED) tests. Each test is scheduled once the student has demonstrated they possess the knowledge and skills necessary to successfully complete the GED test in that respective subject area. Subject areas are reading/language arts, math, science, and social studies.**Metric Definition** Lincoln Hills and Copper Lake will maintain or exceed an average of 0.75 credits earned per student each quarter.

Goal Met	Current	Previous	Target	Trend
	0.62	0.85	1.00	

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)**Additional Details** Each juvenile correctional facility provides educational services designed to meet the individual needs of its youth. Depending on the youth's age and academic progress, a youth may work to earn middle school or high school credits toward grade advancement and a diploma or may work to earn a High School Equivalency Diploma (HSED).**Earned school credits-Grow Academy****Metric Definition** Youth successfully completed the [Grow Academy](#) earn an average of at least two school credits.



Goal Met	Current	Previous	Target	Trend
	3.25	3.13	2.00	

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)**Additional Details** The Grow Academy is a residential correctional program consisting of an agriculturally based educational curriculum, community partnerships and cognitive behavioral treatment. The program will serve up to 12 male youth ages 14-18, to earn at least two credits in a 120-day program. The program is hands on and will be in and outside the classroom. The farm and restaurant activities weave in academic subjects including math, science and reading.

## Customer/Taxpayer Satisfaction

### Non-profits donations

**Metric Definition** Increase the amount of money generated by institution fundraisers that is donated to non-profits (charity organizations).



Goal Met	Current	Previous	Target	Trend
	\$95,739.63	\$95,301.70	\$70,000.00	

**Reporting Cycle** Annual (state fiscal year July 1, 2016 - June 30, 2017)

**Additional Details** Institutions raise funds in their counties to help support their community. Some examples of charities that were donated to in FY16 were: Special Olympics, Wounded Warriors, Boys & Girls Club, American Cancer Society, Rape Crisis Center, Agrace Hospice Care, etc.

### Skill-based activities sales

**Metric Definition** Generate at least \$600.00 in average monthly revenue from sales of products created through skill-based activities.

Goal Met	Current	Previous	Target	Trend
	\$1,405.50	\$2,413.00	\$600.00	


**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)

**Additional Details** The Grow Academy is a residential correctional program consisting of an agriculturally based educational curriculum, community partnerships and cognitive behavioral treatment. Juveniles who are on probation are given the opportunity to be in an outside classroom and receive positive support in planting and tending a garden plot. They receive the practical social and business skills needed to sell their produce at the Department of Corrections, Dane County Human Services and the McFarland Farmers Market. Profits are set aside for personal rewards, which engages the students and the local economy through community partnerships.

## Open and Transparent Government

### Total number of public records requests received

**Metric Definition** Total number of [public records](#) requests received from 12am CST, July 1, 2017 through 11:59pm September 30, 2017.


Current	Previous	Trend
803	746	

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)

**Additional Details** [Executive Order #235](#) requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

### Total number of public records requests completed

**Metric Definition** Total number of [public records](#) requests completed from 12am CST, July 1, 2017 through 11:59pm September 30, 2017.



Current	Previous	Trend
864	715	

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)

**Additional Details** [Executive Order #235](#) requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

### Average time taken to fulfill public records requests



**Metric Definition** Total time taken (in business days) to fulfill [public records](#) requests divided by the total number of public records requests completed in



Goal Met	Current	Previous	Target	Trend
	11.9	13.6	10	



**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)



**Additional Details** Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

### Percentage of public records requests acknowledged within one business day

Metric Definition	Percentage of <a href="#">public records</a> requests sent to the agency's primary public requests inbox and acknowledged by the next business day (received from 12am CST, April 1, 2017 through 11:59pm June 30, 2017).			
Goal Met	Current	Previous	Target	Trend
	85.5%	67.4%	100%	
Reporting Cycle	Quarterly (July 1, 2017 - September 30, 2017)			
Additional Details	This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.			

Percentage of current employees completing public records training				
Metric Definition	Percentage of current employees that completed public records training by March 1 of each calendar year.			
Goal Met	Current	Previous	Target	Trend
	98.8%	98.6%	100%	
Reporting Cycle	Annual (March 1, 2016 - February 28, 2017)			
Additional Details	Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.			

Percentage of new employees completing public records training				
Metric Definition	Percentage of new employees that completed public records training with 30 calendar days of their start date.			
Goal Met	Current	Previous	Target	Trend
	95.0%	98.3%	100%	
Reporting Cycle	Quarterly (July 1, 2017 - September 30, 2017)			
Additional Details	Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.			

Percentage of exiting employees that received notice of public records retention obligations				
Metric Definition	Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.			
Goal Met	Current	Previous	Target	Trend
	100%	100%	100%	
Reporting Cycle	Quarterly (July 1, 2017 - September 30, 2017)			
Additional Details	It is required that all exiting employees receive notice of public records retention obligations <i>on or before</i> last day of employment.			